

PEAK WLAN Device Management

Wireless Infrastructure... Take Full Control

- **Maximizes Wireless Uptime**
- **Improves Mobile Device Worker Productivity**
- **Reduces Support Costs**
- **Expedites Problem Resolution**

Wireless device management allows companies to harness the power of their wireless network from both the mobile end-device (handhelds, wearables, vehicle mounts, printers, etc.) and the wireless infrastructure (access points, access ports, switches, etc.).

As wireless technology and LANs become increasingly complex with added security challenges, managing the wireless network and associated mobile devices has become a priority for many IT departments. PEAK helps companies around the world plan, design, implement and maintain enterprise wireless device management solutions that leverage the full benefits of their WLAN while reducing associated risks.

PEAK Device Management Applications and Benefits

Mobile Infrastructure Management

Automatically discover new and repaired access points added to a network. Apply a specific configuration to the device without having to rely on local resources that may not have the time, tools or expertise to manually configure devices.

- Set and continually enforce all network and security configurations
- Simplify replacement of failed units and units returned from service (typically not configured)

Mobile Device Software Provisioning

Reduce downtime and the burden on your IT organization by updating software without having to locate and physically handle each device.

- Manage local and remote mobile devices centrally
- Update applications and terminal emulation settings wirelessly
- Update software and hardware configurations, firmware and drivers centrally

- Increase flexibility by managing hardware from multiple vendors
- Create packages for automated distribution to a large number of devices across multiple sites and regions

Interactive Support for Problem Resolution

See what end-users are seeing on their terminal to rapidly identify and resolve issues. Customize terminal configurations and settings based upon the specific end-user's scenario.

- Reduce costly "No Defect Found" hardware repair events
- Real-time device control via TCP/IP
- Full access to the device file system
- Full access to device registry
- Real-time device health details including memory & power

Security for Wireless Devices

Enhance and extend wireless LAN security through the use of a wireless device management solution that allows you to deploy critical security authentication and encryption settings to hardware components automatically. Protect devices and your network infrastructure from outside attacks, high-jacking, sniffing, and other breaches to sensitive corporate information.

- Protect company's mobile devices and the data on them, even when they leave the mobile network
- Prevent use or access to unapproved applications which may inadvertently change terminal configurations, disconnect the device from the wireless network or prevent proper operation
- Set and continually enforce all network and security configurations/policies
- Lock-out a device when it loses contact with its network
- Delete sensitive data from a terminal if it remains out of range for a preset time period
- Potential theft deterrent and investment protection



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Asset Management and Monitoring

Monitor the end device, the status of the device and the software licenses loaded on the unit.

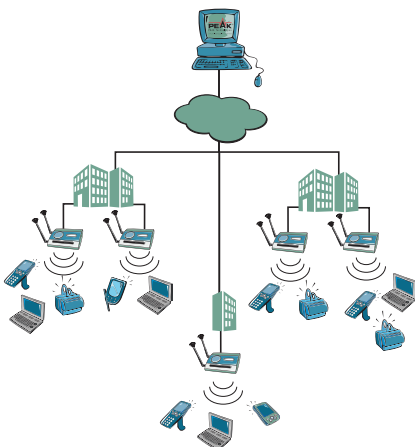
- Manage local and remote mobile devices centrally
- Track mobile assets
- Asset reporting for hardware & software information
- Monitor health indicators for proactive management and problem resolution

An Innovative Approach

Costs and risk can be high if clients underestimate the complexity associated with selecting the right integration partner and device management solution. PEAK can assist you in selecting the correct Device Management solution to address your requirements without creating a burden on your organization or network resources. PEAK's vendor neutrality allows us to help you select the right Device Management solution with the features, functions and components to fit your requirements. We work with you to create an implementation strategy for device management that will not interrupt current operations, will minimize the risks associated with implementing new technology, and will enhance your companies ROI.

The PEAK approach to device management brings you the very best resources in new and best practice wireless technology through a proven implementation methodology including:

- Device Management Consulting/Blueprint
- Integration and Test
- Installation
- Training
- Go-Live Support
- Helpdesk Services



PEAK's Device Management Suite

PEAK works with our customers' IT and helpdesk staff to select the appropriate support model for their device management solution. PEAK's Device Management solution suite includes:

Customer Supported Solution

PEAK trains our customers' helpdesks so they can act as the primary source of support. This process involves a thorough knowledge transfer and a focus on networking, wireless technology and the specific device management solution that was selected.

PEAK's Advanced Helpdesk

PEAK trains our customers' helpdesks on their specific environment and device management tool. This enables them to respond to tier 1 level inquiries. Then, PEAK acts as an escalation point for tier two and tier three level issues and questions on the tool or environment. This allows all calls to be logged and tracked in the customer's call management system.

PEAK's Managed Services

PEAK's Managed Services provide a complete out-source capability for our customers that wish to minimize their investment in supporting technology that isn't core to their business but is key to keeping it up and efficient. This offering involves planning and upfront consultation and yields a long-term service that is always current, provides stable costs and allows the customer the flexibility to scale their requirements quickly versus working through capital expenditures or adding incremental head-count and the associated training.

For more information on PEAK's Wireless LAN Device Management Solutions visit us online at www.peaktech.com, e-mail info@peaktech.com or call 800-950-6372



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